

# Pivotal Networks Service Levels

## Tailored Service Levels to meet your network requirements

Pivotal Networks is a specialist networking company formed as part of the SITS parental group of companies. Pivotal Networks specialises in advanced networking solutions for companies who take network performance and security seriously.



Covering devices from all the leading networking vendors that include servers, routers, switches, desktops and laptops Pivotal Networks have the technical expertise to successfully respond to a variety of networking scenarios.

The devices Pivotal Networks support span across many different technologies such as IP Voice, Unified Communications, Servers & Desktops, Wireless and Security which are all maintained by a comprehensive infrastructure of experienced technical teams.

### Tailored Service Levels

Pivotal Networks' Service Levels are split into 3 defined areas; Fix, Response and Advanced Replacement. Depending on the requirement, all Pivotal Networks' clients can select a variety of options to tailor their own SLA in response to their networking needs.

As part of the defined Service Levels provided, all Pivotal Networks' clients can select a specific time constraint to accompany the SLA whether that be a 4 or 8 hour response, Monday to Friday coverage, or a complete 24/7 support package. These flexible options mean Pivotal Networks can deliver measured service levels to its customers in a way that exactly meets their specific needs.

As part of any support contract, partners are provided with a single point of contact via the Pivotal Networks service desk regardless of the SLA, device type or network location. This ensures all faults can be logged on a central online system where partners can even have access to view any incidents through a secure portal.

### Pivotal Networks Service Level features

#### Fix

- > Return to service within defined SLA
- > Onsite engineer
- > Parts to site
- > Escalation
- > Software support upon request

#### Response

- > Engineer to site within defined SLA
- > Parts following diagnosis
- > Escalation
- > Software support upon request

#### Advanced replacement

- > Parts to site within defined SLA
- > Escalation
- > Software support upon request

If you require any further information or assistance regarding Pivotal Networks' Service Levels then please contact one of our representatives who will be willing to assist you further.